Dear CFHC Supporter:

2017 was a banner year for Chicago Family Health Center. We not only celebrated 40 years of building health and wellness in our communities but we also grew wider and deeper. We set our strategic direction by defining our organizational objectives and leveraging our opportunities to enact the changes and improvements that maximize the quality of care and services for all our patients. Early in the year we received The Joint Commission’s Gold Seal of Approval for Ambulatory Health Care Accreditation for demonstrating continuous compliance with their nationally recognized standards. The Gold Seal of Approval is a symbol of quality that reflects our staff, board and leadership’s commitment to delivering safe and effective patient care.

Our progress is even more visible in our flagship South Chicago health center which underwent extensive renovations and improvements as part of the South Chicago Clinical Optimization Renovation Project. This project has streamlined and made simpler the integration of all of our healthcare services to ensure patients have access to a quality, one-stop shop to meet all of their healthcare needs.

We remain committed to the course we are on, but are keenly aware of the challenges that lay ahead. We are especially grateful for your generous and loyal support which ensures that our patients have access to quality healthcare regardless of their ability to pay. It has been your advocacy and contributions that have allowed us to thrive even in uncertainty. We look to our charitable partners to not only amplify our nonprofit resources but to share knowledge, foster unity and take collective action in 2018.

Barrett Hatches, Ph.D.
Chief Executive Officer

Nora Reyes
2017 Chair
Board of Directors

2017 Board of Directors:
Nora Reyes, Chairman
Nick Valadez, Vice Chairman
Julius Alexander, Treasurer
Fulton Nolen Jr., Secretary
Cheryl Briscoe*
Rev. Mark Brummel, CMF
Torin Edmund**
Julia Munoz
Lyleth Rodriguez
James Simmons
Lupe Valadez
Tony Ziak
*Term began January 2018
**Term ended December 2017

2017 Chief Officers & Senior Staff

Chief Executive Officer
Barrett Hatches, Ph.D.

Chief Operations Officer
Dee LaGioia, BSN, RN, CNBA

Chief Medical Officer
James Valek, MD-FAAP

Chief Administrative Officer
Eric Boklage, MBA

Chief Officer for Strategy, Planning and Development
Stephanie Willding, MPA

Behavioral Health Director
Melissa Duplantis, Psy.D.

Human Resources Director
Leisa Mosley

Mission:
Chicago Family Health Center will promote health, work to prevent disease and provide treatment through the delivery of quality, accessible primary healthcare that is culturally sensitive, affordable, and responsive to community and individual needs.
112,041 patient visits
577 babies delivered
79,744 medical visits
22,874 dental visits
9,423 behavioral health visits
More than 12,000 women and children visits for food and nutrition assistance
2,387 patients treated for diabetes
5,016 patients treated for hypertension
7,387 prenatal care visits
671 Mammograms
2017 marked our 40th Anniversary of providing accessible, quality, affordable healthcare on the south side of Chicago to those who need it most.

In 1977 the Claretian Medical Center opened for the first time on 91st and Commercial Avenue with four employees who cared for 400 patients that year.

In 1998 the center was renamed Chicago Family Health Center to emphasize its community focus and to ensure Chicago residents knew that all were welcomed.

In 2017 CFHC remains focused on promoting health and preventing illness throughout the communities we serve.

Today, CFHC cares for more than 30,000 patients annually. Our services are coordinated with a comprehensive approach to care for patients in need of medical, dental or behavioral health. Healthcare teams also work collaboratively to develop an individualized plan of care. In 2017 CFHC had nearly 250 employees including a staff of almost 40 medical, dental and behavioral health providers.
In 2017 CFHC remains focused on promoting health and preventing illness throughout the communities we serve. The Joint Commission’s (TJC) Gold Seal of Approval for Ambulatory Health Care Accreditation demonstrates continuous compliance with TJC’s nationally recognized standards and reflects our commitment to safe and effective patient care. Joint Commission’s accreditation of CFHC in 2017 provided our five health center sites with the processes and procedures needed to improve the organization’s operations. These include enhancing staff education and establishing leading practices within the ambulatory setting. CFHC staff worked diligently as a team preparing to meet the standards required to be aligned with the premier healthcare quality improvement and accrediting body in the nation.

In 2017 CFHC passed a rigorous onsite survey to evaluate our:
- Coordination of Care
- Medication Management
- Patient Education & Training
- Infection Control
An Integrated Model of Care

THE SOUTH CHICAGO CLINICAL OPTIMIZATION RENOVATION PROJECT was completed in 2017. Funded by the Health Infrastructure Investment Program through the Bureau of Primary Healthcare, Health Resources and Services Administration, the project streamlines the delivery of healthcare services and programs by relocating all clinical functions to the first floor advancing an integrated model of care that allows patients to address all aspects of their well-being. Whether patients are looking for medical, dental or behavioral healthcare, all services are now co-located, making it easier for care teams to coordinate patient care. The project renovated about 8,000 square feet of space without interruption to clinical operations.

A second floor administrative space also created permanent housing for the Illinois Breast and Cervical Cancer Program, Healthy Start and Clinical Education, which are key departments that provide wrap-around services for patients. An expanded staff training space also ensures the continued growth of our workforce.
FY-2017 SELECTED FINANCIAL INFORMATION

**Revenue**
- Net Patient Service revenue - $10,733,690
- Capitation Revenue - $2,626,783
- Contributions, Grants, Contracts and Other Revenue - $10,076,602

**Expense**
- Salaries, Wages and Benefits - $14,966,167
- Operating Expenses - $6,624,338
- Provision for Depreciation and Amortization - $1,013,604

Total Assets - $35,050,473
Net Assets - $18,842,518

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**Event Sponsors**
- $20,000 and up: MB Financial
- $10,000 to $19,999: Development Solutions Inc.
- $2,500 to $9,999: Bank of America, Mesirow Financial, IlliniCare, University of Illinois, RML Specialty Hospital, Sinai Health Systems, Advocate Trinity, LabCorp, The Claretians

**Table Sponsors ($1,500)**
- Bill Jones and Associates
- CFHC Senior Staff
- DL3 Reality
- Harmony/Wellcare
- Johnson and Lee
- Laner Muchin LTD
- Trane
- UJAMAA
- Ann and Barrett Hatches
- Katherine and Jim Valek, MD

**Individual Donors**
- $250 to $999: Susan and Craig Manske, Michelle Nolan
- $150 to $249: Wesley Broquard, Monica Moore
- $100 to $149: Andrea Bempong, Barbra and John Carey, Anne Compton-Brown, Jim Lett, Magdalena Pflanz, Nora and Ricardo Reyes, Patricia Shymanski, Marguerite and James Simmons
- $1 to $99: Virginia Arroyo, Kathryn Balsley, Rachel and Adam Krause, Sherondra McGrew

**Silent Auction Donors/In-Kind Gifts**
- American Solutions for Business: Fr. Mark Brummell
- Bob Campbell Photography: Richard Cucco
- Dark Matter Coffee: QBF Graphics Group
- James Valek, MD

**Foundations and Grants**
- A. Montgomery Ward Foundation
- Blowitz-Ridgeway Foundation
- Chicago Dental Society Foundation
- Delta Dental Foundation
- Lloyd A. Fry Foundation
- Grant Healthcare Foundation
- Harry S. Black and Allon Fuller Fund
- Michael Reese Health Trust

**Government Grants and Contracts**
- Federal:
  - U.S. Department of Health and Human Services
  - Bureau of Primary Health Care Health Resources and Services Administration Office of Minority Health
- State:
  - Illinois Department of Health Human Services
- Illinois Department of Public Health
- Local:
  - City of Chicago Department of Public Health

**Support CFHC at:**
[chicagofamilyhealth.org/donate](http://chicagofamilyhealth.org/donate)
Locations:

**South Chicago**
9119 S. Exchange Ave.
Chicago, IL 60617

**Pullman**
570 E. 115th St.
Chicago, IL 60628

**East Side**
10536 S. Ewing Ave.
Chicago, IL 60617

**Roseland**
120 W. 111th St.
Chicago, IL 60628

**Chicago Lawn**
3223 W. 63rd St.
Chicago, IL 60629

**Administrative Annex**
2938 E. 91st St.
Chicago IL 60617